

DELAWARE TRANSIT CORPORATION

POSTING NO. 135-2020

DATE OF POSTING May 27, 2020

CLOSING DATE June 29, 2020

METHOD OF APPLICATION: **Employment Application**

INTERESTED CANDIDATES MUST APPLY FOR THIS POSITION BY SUBMITTING AN APPLICATION TO THE HUMAN RESOURCES DEPARTMENT BY 4:30 P.M. ON **June 29, 2020**.

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POSITION #: 148

POSITION TITLE: District Maintenance Manager

PAY GRADE: 18

PAY RANGE: \$59,868-\$74,835
(MINIMUM TO MIDPOINT)

LOCATION: New Castle County

DEPARTMENT: Maintenance

REPORTS TO: Vehicle Maintenance Director

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FULL TIME: X PART-TIME:

SCHEDULED HOURS: 8:00 AM – 4:30 PM SCHEDULED DAYS: Monday - Friday

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SUMMARY OF POSITION:

The District Maintenance Manager is responsible for managing all aspects of the day to day functions of the district's maintenance operations in accordance to the vehicle maintenance plan, policies and procedures. The incumbent is responsible for all aspects of maintenance, servicing and repair for the assigned district's revenue and support vehicle fleet as well as managing its workforce within the confines of the established collective bargaining agreements (CBA).

The application must specifically address the qualifications, skills and experience outlined in the position's job description.

JOB DESCRIPTION AND APPLICATIONS: AVAILABLE ON-LINE AT **www.dartfirststate.com**

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EQUAL OPPORTUNITY EMPLOYER

DTC is an Equal Opportunity Employer. Accommodations are available for applicants with disabilities in all phases of the application and employment process. To request an accommodation, applicants may call (302) 760-2891. TDD users should call the Delaware Relay Service Number 1-800-232-5460 for assistance.

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District Maintenance Manager

Department: Maintenance
Exemption Status: Exempt
Paygrade: 18

Reports to: Vehicle Maintenance Director
Essential Position: Yes
Issue Date: 01/01/2020

JOB SUMMARY: The District Maintenance Manager is responsible for managing all aspects of the day to day functions of the district's maintenance operations in accordance to the vehicle maintenance plan, policies and procedures. The incumbent is responsible for all aspects of maintenance, servicing and repair for the assigned district's revenue and support vehicle fleet as well as managing its workforce within the confines of the established collective bargaining agreements (CBA).

ESSENTIAL FUNCTIONS:

Position Specific:

- Manage and implement procedures and processes that coordinate with warehouse operations to maximize efficiency
- Manage and implement the processes used to efficiently and securely distribute the supply of vehicle parts, equipment and tools
- Assure that sufficient vehicles are ready for each day's service demand as outlined in the Vehicle Maintenance Plan
- Coordinate, communicate and maintain records and reports specific to the vehicle maintenance program
- Coordinate the routine availability of required parts with the inventory staff
- Conduct regular site visits at each garage and shift to ensure operational compliance of established policies and procedures
- Prepare and provide applicable documents and testimony when required for disciplinary hearings
- Liaison with senior staff of component suppliers and manufacturers of vehicles to resolve problems relating to performance, warranty, factory recalls, campaigns and availability of parts

Technical Skills:

- Plan, organize, assign and direct all aspects of work of employees engaged in the repair and maintenance of revenue and non-revenue vehicles and equipment
- Assist in the development of vehicle and equipment specifications; and vehicle assignments
- Provide diagnostic expertise as needed
- Identify and resolve operational & technical problems as they arise

Collaboration:

- Collaborate with senior management and internal and external stakeholders on maintenance related issues to meet the needs of the corporation
- Participate in meetings and serve on committees as assigned

Management:

- Oversee the work and direct the supervision of assigned staff including collective bargaining and nonunion employees
- Develop, implement and manage performance standards that promote a high level of customer service and are aligned with the goals of the corporation
- Direct and oversee the successful implementation of training and education practices and programs that contribute to the development of a productive and effective work force
- Foster a diverse and inclusive workplace environment

Policies:

- Develop, recommend and implement policies and procedures related to the maintenance department
- Manage the implementation of the corporate Industrial Safety Policy

Compliance:

- Develop, administer and comply with original equipment manufacturer (OEM) and Delaware Transit Corporation's vehicle preventative maintenance schedules
- Ensure compliance with all applicable local, state and federal guidelines and laws

Performs other duties as requested by Senior Management

QUALIFICATIONS: The District Maintenance Manager requires well developed maintenance skills and in depth understanding of the operation of vehicles, as well as knowledge of maintenance programs within the transit industry. The position draws heavily on experience-based skills in managing large scale fleet vehicle maintenance programs. The ability to interpret and effectively administer the provisions of collectively bargaining agreements (CBA) is required. The ability to manage the application of current and evolving information technology to the workload is also required.

SKILLS AND ABILITIES: Demonstrate strong motivational, time management, problem-solving and organizational skills. Ability to set priorities and present and speak publicly. Ability to be detail oriented. Ability to work independently under general supervision. Ability to exercise independent judgement and to keep information confidential. Ability to organize complex materials and manage multiple projects. Skills in building relationships with stakeholders.

COMPUTER SKILLS: Demonstrated proficiency in Microsoft Office software products specifically Excel, PowerPoint and Word. Must possess a working knowledge of bus operating component software and platforms. Must be familiar with utilizing a maintenance history database.

CUSTOMER SERVICE SKILLS: Strong interpersonal skills to foster teamwork and create positive connections with customers. Ability to establish and meet goals to increase efficiency improving customer service.

MINIMUM EDUCATION AND EXPERIENCE: Bachelor's degree in Business Administration, Vehicle Engineering or Automotive/Diesel Repair or related field and five (5) to eight (8) years' experience managing a large fleet vehicle maintenance program. Five (5) years of heavy-duty fleet maintenance supervisory experience in a collective bargaining environment.

REQUIRED CERTIFICATES/REGISTRATIONS: Valid Commercial Driver's License (CDL): CDL Class B, or permit, with Passenger Endorsement, no air brake restrictions.

LANGUAGE SKILLS: Excellent verbal and written communication skills. Ability to read, analyze and interpret common business journals, financial reports and light legal documents. Ability to respond to inquiries. Ability to produce written and/or oral reports and to create and present information. The ability to interpret manuals, research mechanical and electrical components, and prepare and maintain accurate written reports is essential. Bilingual a plus.

MATHEMATICAL SKILLS: Ability to work with significant mathematical concepts. Ability to apply concepts such as fractions, percentages, ratios and proportions to practical situations.

REASONING ABILITY: Ability to define problems, collect data, establish facts and draw valid conclusions. Ability to maintain a level and appropriate business demeanor.

PHYSICAL CAPABILITIES: The physical capabilities described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

PHYSICAL DEMANDS: How much on-the-job time is spent in the following physical activities?

| | <u>Amount of Time</u> | | | |
|-----------------------------------|-----------------------|-----------|------------|----------|
| | None | Under 1/3 | 1/3 to 2/3 | Over 2/3 |
| Stand | | x | | |
| Walk | | x | | |
| Sit | | | x | |
| Use hands to tap, grasp or toggle | | | | x |
| Reach with hands and arms | | x | | |
| Climb or balance | | x | | |
| Stoop, kneel, crouch, or crawl | | x | | |
| Talk or hear | | | | x |

Does this job require that weight be lifted, or force be exerted?

| | <i>Amount of Time</i> | | | |
|----------------------|-----------------------|-----------|------------|----------|
| | None | Under 1/3 | 1/3 to 2/3 | Over 2/3 |
| Up to 10 pounds | | | x | |
| Up to 25 pounds | | x | | |
| Up to 50 pounds | x | | | |
| Up to 100 pounds | x | | | |
| More than 100 pounds | x | | | |

Does this job have any special vision requirements?

No special vision requirements.

Does this job have any special hearing requirements?

No special hearing requirements.

ENVIRONMENTAL CONDITIONS: The environmental characteristics are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- ♦ How much exposure to environmental conditions does this job require?

MODERATE

- ♦ How much noise is typical for the work environment of this job? **MODERATE**

Note: This Job Description may not describe all the job responsibilities and standards assigned to this position. They may change from time to time.

Equal Employment Opportunity and Non-Discrimination Policy: Delaware Transit Corporation (DTC) affords equal opportunity to all employees and job applicants regardless of race, color, age, gender, religion, marital status and sexual orientation. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.